



# 2016

Annual Stakeholders Report  
**Reaching Milestones**



*“ The service I received from CAP exceeded my expectations. My customer service appointment was excellent and the reps were courteous, professional and knowledgeable about my challenges. I was able to test equipment and build a work environment that encouraged healing and versatility. The equipment has provided comfort and mobility to my preexisting conditions. I can’t tell you how much of a blessing this equipment has been for me helping to ease any discomfort associated with that accident. The equipment came in a fast and timely manner and the assembly was easy. ”*

*– Tarka L., CAP Customer*

# Contents



## Letter from the Director

Saluting current triumphs  
and offering an outlook  
for the future

---

**4**



## Accommodations

Creating a positive impact  
for our customers by  
increasing capabilities

---

**6**



## Service Members

Supporting soldiers,  
sailors, airmen and marines  
experiencing limitations  
while on active duty

---

**9**



## Federal Partners

15 years of collaboration  
to continually produce  
growing partnerships

---

**12**



## CAPTEC

Demonstrating and  
assessing individuals  
seeking solutions to  
accessibility challenges

---

**14**



## Employment Programs

Supporting employees  
throughout the  
employment lifecycle

---

**16**



## PAC

Creating equal access  
to federal programs

---

**18**



## Training and Outreach

Focused interaction to  
increase awareness of CAP  
services and support

---

**20**



## Looking Ahead

Constant improvement  
continues to be  
the way forward

---

**22**

# Letter from the Director



Every year, we celebrate the impact of the Computer/Electronic Accommodations Program (CAP). Since our first accommodation was provided in 1990, CAP has continued a legacy of removing barriers to employment opportunities by providing assistive technology free of charge to employees, Service members, and our partner agencies. We pride ourselves on fostering relationships of trust through thoughtful consideration to individuality and providing timely accommodations with an established track record of exceptional customer service; proving that you don't have to be large in number to make a lasting impact.

Our effect on the daily lives of our customers is made possible by the Department of Defense, the CAP staff, our federal partners, and our customers. Together, in fiscal year 2016, we have been able to provide a record breaking 14,253 accommodations to a record breaking 5,778 individuals throughout the Federal Government and wounded, ill, and injured Service members with disabling conditions.

## **This has been a year of Milestones!**

We celebrated CAP's 25<sup>th</sup> anniversary and 15 years of supporting non-DoD partner agencies. We also celebrated our Technology & Evaluation Center's (CAPTEC) 20<sup>th</sup> anniversary while conducting more needs assessments in the center than ever before. This has been a momentous year for CAP.

While this annual report shares data to measure our success, it also shares stories of people who inspire us to continue proactively supporting excellence throughout our customers' entire lifecycle by increasing access to accommodations and assistive technology. As we transition to the next chapter of leadership, we reflect on the power of **TEAM**. It is this power that has allowed us to carry on promoting inclusion and increasing productivity through the tireless work of our staff who contributed to this important year of milestones.

**TEAM** has allowed us to process a record number of accommodation requests, **TEAM** has allowed us to provide a record amount of assistive technology to our customers and **TEAM** will continue to ensure that CAP embodies integrity, commitment, respect and equality.

On behalf of the CAP staff, thank you for your continued encouragement and dedication to our mission as we continue to **support, equip** and **empower** our customers. Together, we can continue making a difference in fiscal year 2017 and beyond.

Sharon Terrell-Lindsay  
Acting Director





*“ Supervisors aren’t as hesitant to provide employees with the assistive technology they need to be successful, because they aren’t focused solely on the program’s budgets. CAP is a great program that positively impacts both federal employees and agencies alike. ”*

*– Kristin Tropp,  
Reasonable Accommodations Coordinator,  
Environmental Protection Agency*

#### **CAP Hosts 25<sup>th</sup> Anniversary Symposium**

CAP hosted a symposium to commemorate its 25<sup>th</sup> anniversary and highlight disability hiring and accessibility practices in the Federal Government.  
#InclusionWorks



# Accommodations



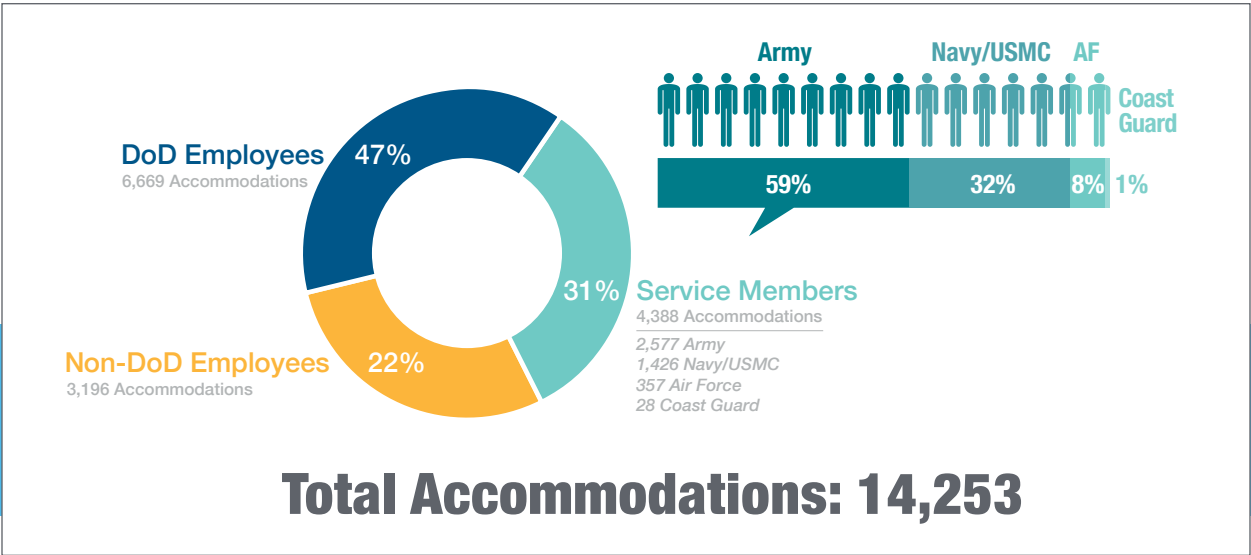
The Department of Defense established the Computer/Electronic Accommodations Program (CAP) in 1990; this new program would centralize both human and financial resources to provide reasonable accommodations to assist with the growing use of computers and electronics in the federal workplace. CAP founders Judith C. Gilliom, former DoD Disability Program Manager, and Claiborne D. Haughton, former Acting Deputy Assistant Secretary of Defense for Equal Opportunity, understood that removing barriers to providing accommodations would be critical for federal employees with disabilities to support the DoD mission.

Accommodations are not one size fits all. CAP understands the need for each customer to have a uniquely individualized experience because disabling conditions can affect each individual differently. Our success is based on our ability to understand our customers' needs, requirements and expectations.

Currently, CAP provides assistive technology, needs assessments, training, accommodation and accessibility services to fulfill the accommodation needs of federal agencies, their employees with disabling conditions, and wounded, ill and injured Service members. While CAP was established

“  
*Our success is based on our ability to understand our customers' needs, requirements and expectations.*  
”

to focus on accommodating civilian employees within the DoD, our mission expanded in 2000 to include agencies throughout the Federal Government and again in 2004 to include wounded, ill and injured Service members. However, the DoD remains our largest customer base receiving 6,669



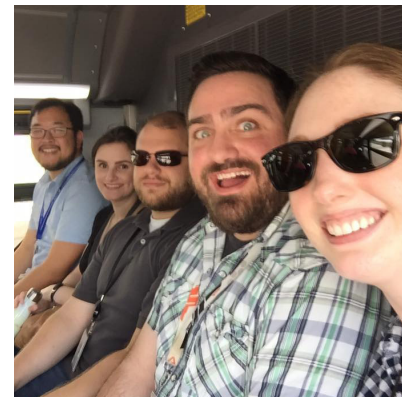


## Accommodations Computer/Electronic Accommodations Program

accommodations in FY 2016 while 4,388 accommodations were provided to active duty Service members, including National Guard and Reservists, and 3,196 to our federal partners. These numbers contributed to a record breaking 14,253 accommodations provided by the CAP staff this fiscal year. This surpasses the previous record of 12,789 accommodations provided to our customers in FY 2014. CAP prides itself on finding solutions to barriers, and the word is spreading. In this age of empowerment, CAP truly believes in breaking through barriers by providing individuals with disabilities the appropriate accommodations to meet their needs. And,

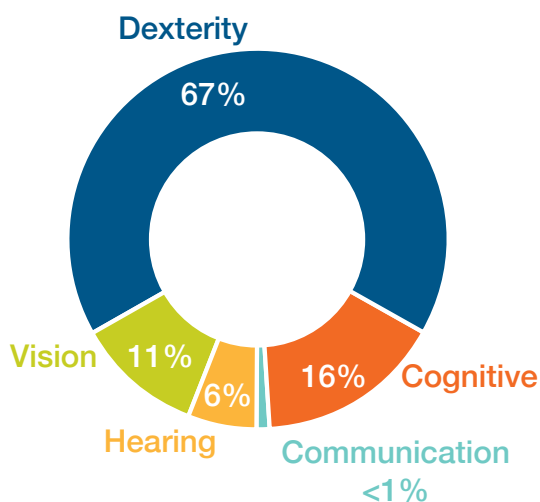
we continued proving our dedication by providing accommodations to a record breaking 5,778 customers.

CAP also provides personalized needs assessments to federal employees with disabilities and wounded, ill and injured Service members. The assessment process expedites the identification of appropriate assistive technology solutions. The 963 needs assessments that CAP provided this year at CAPTEC, by phone, VTC, or onsite at an agency's location, has aided in the selection of specific assistive technology solutions that enable our customers to perform their essential job functions.



(top) John Sanders attended the Detroit Federal Executive Board's Abilities Fair in August to brief attendees about the assistive technology and services available to federal employees through CAP. #InclusionWorks

(bottom) Members of the CAP #team head to the Pentagon to visit CAPTEC.



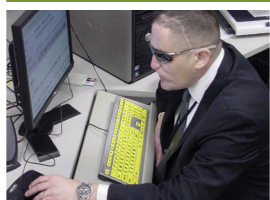
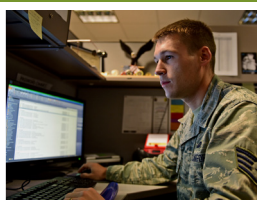
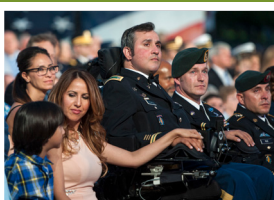
	<b>Dexterity</b>	<b>9,508</b>
	<b>Cognitive</b>	<b>2,238</b>
	<b>Vision</b>	<b>1,553</b>
	<b>Hearing</b>	<b>910</b>
	<b>Communication</b>	<b>44</b>
		<b>Total 14,253</b>

*“ Thanks to CAP, Service members have an opportunity to regain confidence in completing their life roles as soldiers, as family members and as students. CAP enhances treatment options and teaches Service members to rely on technology used as an effective compensatory strategy. ”*

*– Joanna Shatlan, Occupational Therapist,  
mTBI Clinic-Vilseck*

**Employee Appreciation Day  
at Anniston Army Depot**

Erin Sanderson and Jerome Lyons traveled to the Anniston Army Depot to participate in their Employee Appreciation Day. CAP was invited to the event to help raise awareness about #warriorcare.





# Service Members



Building upon word of mouth around the Pentagon and recommendations from contacts at the DiLorenzo Tricare Health Clinic, Service members across all branches of the U.S. military benefitted from the 4,388 accommodations provided in fiscal year 2016 through CAP's Service Member Initiative. This initiative was designed to cover active duty Service members, including Guard or Reserve who are on active orders, including title 10 orders.

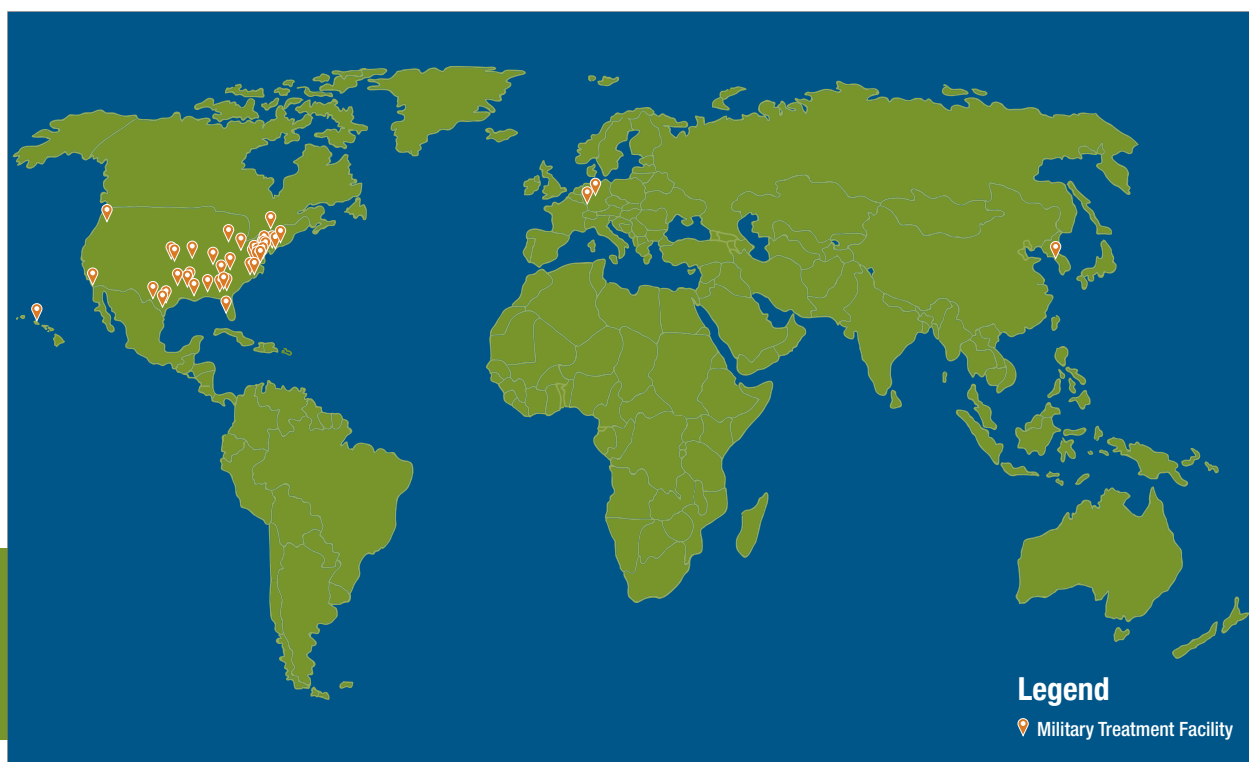
Continuing to work with representatives at military

treatment facilities (MTFs) and wounded warrior programs, CAP participated in 8 onsite briefings, technology demonstrations and needs assessments across military facilities throughout the U.S. For example, members of CAP's Service Member Initiative traveled to San Diego, California in April to provide briefings and needs assessments to military offices in the area. CAP's Service member team also traveled to Tennessee and Texas. In Millington, Tennessee, our staff provided a training session for the Bureau of Naval Personnel.



CAPTEC manager, Michael Young, traveled to III Corps and Fort Hood to participate in the National Disability Employment Awareness Month program, sponsored by the Equal Employment Opportunity Office and the Wounded Warriors Program. #NDEAM

In September, CAP traveled to Fort Hood to participate in National Disability Employment Awareness Month event and work with Speech Language Pathologists at the National Intrepid Center of Excellence.





2016 saw a shift in attitudes toward requesting accommodations among Service members. As the conflicts in Iraq and Afghanistan have drawn down, requests for accommodations have shifted. While CAP still plays a vital role in the rehabilitation process of wounded warriors, 2016 saw a number of requests originate from Service members that are continuing on active duty (COAD). While CAP processes COAD accommodation requests that span all disability categories, a large number of requests during this fiscal year were provided for dexterity-related injuries. This shift represents an attitudinal

shift about how disabilities are viewed and the changing nature of the American workforce. More importantly, the accommodation requests continue to prove that despite injuries, suffered on the battlefield or not, Service members have valuable knowledge, skills and abilities that are an asset to any employer.

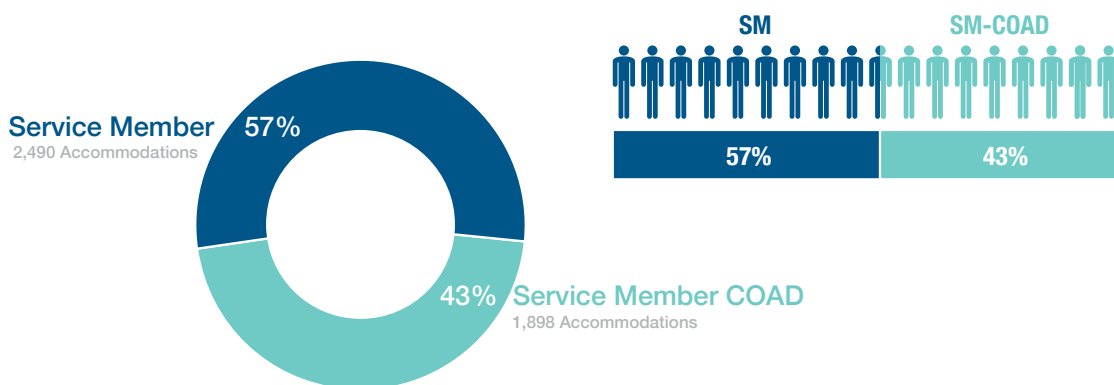
The Service Member Initiative has been a part of CAP's mission since 2004. This initiative was designed to support wounded, ill and injured Service members through rehabilitation, training, needs assessments and assistive technology.

“

***It's my life, and my wife and I are, well...you changed our lives forever by 'just doing your jobs.' In short, this isn't a food service; you gave me back what our nations' enemies took!***

***-Matt L.,  
CAP Customer***

”



**Total Accommodations: 4,388**



**“CAP has become a direct resource. The online information is outstanding and the ordering process is user friendly! If I have a unique case, I have the ability to research CAP’s website and/or make a phone call. Every time I have called, I have always experienced very professional, friendly and helpful staff. Not only does CAP provide an online accommodation service but also offers to educate me when I am uncertain about which accommodation should be recommended for our employee.**

**Thank you for all you continue to do for our employees who benefit by being more productive in the workplace with your expertise advice and assistance! ”**

**– Kara Russell, Reasonable Accommodation Coordinator,  
Naval Air Warfare Center Aircraft Division**

**Jerome Lyons and Kellen Ashford**  
presented at the Bureau of Reclamation’s  
Lower Colorado Region area offices.  
#CAPhitstheroad



# Federal Partners



CAP expanded its scope to cover federal agencies outside of the DoD as part of federal policy that was signed into law through the National Defense Authorization Act of 2000, and was executed in 2001. This policy ensures that agencies without the means to provide assistive technology to employees had resources available to them when necessary.

As we celebrate 15 years of providing support services to our non-DoD federal partners, we look back with pride at the relationships cultivated with 69 agencies throughout the

Federal Government. The relationships we have built have steadily increased over the past 15 years, and that trend has continued in 2016.

Since CAP began providing our partners with accommodation support, a total of 45,652 accommodations have been provided to employees with disabilities. Of those employees, 1,285 were served in 2016 along with providing 3,196 accommodations.

We consider our Federal partners essential members of the CAP team;



CAP celebrated 15 years providing support services to non-DoD federal partners with monthly partner agency spotlights on our website and social media that illustrated agency savings and assistive technology. [#inclusion](#)

therefore, we intend to continue fostering growth with our partner agency representatives to ensure they continue to find value in their partnership with CAP.



**CAP** has provided **3,853 accommodation solutions** to DHS employees with disabilities **over** the past **15 years**.

That's a total cost savings to DHS of \$1.7 M. Enough to purchase

**4,413**  
screen  
magnification  
software apps

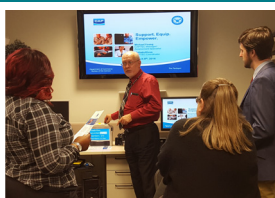
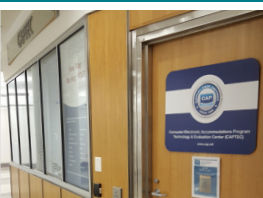


*“ The experience with CAP has been incredible. The items that I’ve received have helped me be productive while not suffering from pain or extreme discomfort. Thank you so very much! ”*

*– Aron M., CAP Customer*

#### **CAPTEC Celebrates 20 Years**

For 20 years, CAPTEC has been providing needs assessments, tours, and technology demonstrations and has served as a primary point of contact for customers of CAP.  
#assistivetechology



# CAPTEC



CAP's Technology & Evaluation Center (CAPTEC) celebrated a few milestones during fiscal year 2016 and CAP will use those milestones as building blocks for future goals. One of those milestones was a record 567 needs assessments conducted at CAPTEC while providing support to over 4,291 customers. Another milestone was the celebration of CAPTEC's twentieth anniversary.

On August 16, 1995, Secretary of Defense Williams S. Perry attended the center's opening ceremony in the Pentagon. Michael Young, manager of CAPTEC, describes CAPTEC as a place where CAP's customers can come to realize possibilities: "Matching tools to an individual's job requirements and limitations, and giving that individual the opportunity to try the tools on the spot, allows them to maximize their

capabilities." Former CAP Director Stephen M. King characterized CAPTEC as a place where the Department of Defense demonstrates its commitment to people and individuals with disabilities across the government.

During fiscal year 2016, CAPTEC held several events. Two such events were open house sessions where individuals could learn about accommodations and CAP services while testing the assistive technology for themselves. CAPTEC registered 3,724 contacts through those two events alone. CAPTEC also hosted two Ergonomics Seminars to show participants the latest research, provide updated materials, and show how assistive technology can contribute to proper workplace ergonomics. The goal of these events was to increase awareness of CAP and CAPTEC while providing information about



(top) During a demo day at CAPTEC, two Navy officers learn how to submit an accommodation request through CAP's website. #warriorcare

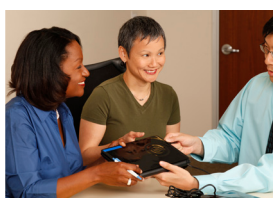
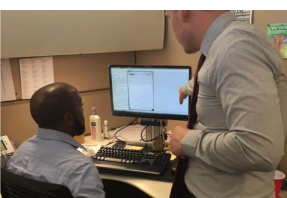
(bottom) CAPTEC held an #ergonomics seminar to help promote ergonomic awareness.

assistive technology available to federal employees and Service members.

“

***One of [CAP's] milestones was the celebration of CAPTEC's twentieth anniversary.***

”





*“CAP helps federal workers find the right tools to do their work and ensure that our government is doing its best for the American people.”*

*– Patrick Cokley, former Co-Director of the Workforce Recruitment Program*

**CAP team member Jerome Lyons**  
exhibited at the Federal Workers’  
Compensation Conference in  
Phoenix, Arizona. #InclusionWorks



# Employment Programs



By eliminating the cost of accommodations for federal human resource managers or hiring officials, CAP continues to support the placement of individuals with disabilities inside organizations. We help individuals with disabilities and Service members ***come to work, stay at work, and return to work.***

## Come to Work

Conventional wisdom tells us that often times all it takes is a foot in the door to show an organization how qualified you are for a position. Through the Pathways Internship Program and the Workforce Recruitment Program (WRP), that entry is provided. With CAP providing 76 accommodations and services to the programs'

participants in 2016, interns and employees were able to obtain assistive technology so their full potential could be recognized.

## Stay at Work

With laptops, high-speed telecommunications and pocket communication devices, many employees can work almost anywhere. Flexible work arrangements offer the opportunity to attract and retain diverse and skilled workers, especially those with a disability who need the flexibility of working from home or an alternative location. CAP ensured equal access to telework programs by providing 1,395 accommodations to support

federal employees with disabilities who worked from alternate locations in 2016.

## Return to Work

Whether our customers have had a disability for years or were recently injured, CAP can equip them with the support necessary to return to work quickly. For those employees who were recently injured on the job, CAP can work to support their productive return to work by providing reasonable accommodations, if necessary. In 2016, CAP continued to assist employees by supporting their jobsite and/or telework location with 327 accommodations.



## CAP Supports:

### Come to Work

(Term and Temporary Appointments, Schedule A)

### Stay at Work

(Telework, Work Life Wellness)

### Return to Work

(Workers' Comp, Wounded, Ill and Injured Service members)

## Goal:

The Federal Government becomes the model employer of individuals with disabilities and wounded, ill and injured Service members

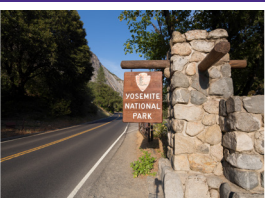


*“ The face-to-face communication device has been extremely helpful when communicating with deaf patients. During our assessments we require extensive health history; information such as allergies, medications being taken, symptoms they are experiencing, etc. So being able to quickly and accurately gather the information means we can better serve our patients. ”*

*– Wenda Bold, USDA Health Unit Nurse*

**CAP's Partner Accessibility & Communications (PAC) Initiative**

Karen Grewal stopped by a few U.S. Department of Agriculture offices to test CAP's PAC #accommodations.



# PAC



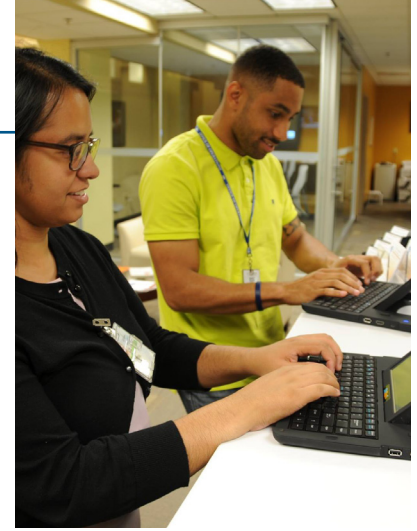
If you have ever traveled abroad and visited a museum and had questions but no one spoke the same language, you may begin to understand the importance of CAP's Partner Accessibility & Communications (PAC) Initiative within the Federal Government.

The PAC Initiative provides assistive technology to CAP partner agencies to increase access to federal programs and services, including entrances to federal facilities, customer service and visitor centers, EEO and human resource offices and training centers for federal employees and members of the general public with disabilities.

Partnering with agencies like the Department of Agriculture (USDA) helped move CAP toward providing 236 accommodations to our federal partners in 2016.

Through our PAC initiative, CAP was able to place stand-alone text based communication devices that facilitate simultaneous face-to-face communication at three of the main entrances to the USDA headquarters building, as well as the customer service center and the health center.

According to USDA TARGET Center Accessibility Program Manager Todd Betteker, "The PAC requested face-to-face communicators have been a great addition to our facility and welcomed by deaf employees and visitors allowing deaf customers to communicate quickly and efficiently with the nurses and security guards of USDA Headquarters. These devices have positively enhanced the experience for deaf customers."



Karen Grewal and a #USDA employee using a face-to-face communicator, which facilitates simultaneous Deaf-to-Hearing communication by means of two display screens and two keyboards.

“

***These devices have positively enhanced the experience for deaf customers.***

”

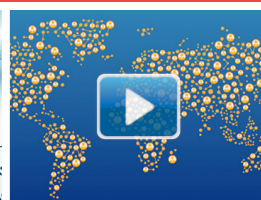
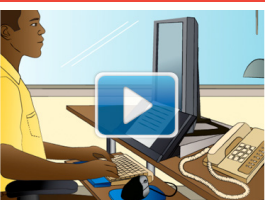


***“ When assistive technology is needed by a CAP customer, we know the CAP team will make sure the accommodation gets implemented. ”***

*– Beth Loy, Ph.D., Principal Consultant,  
Department of Labor,  
Job Accommodation Network*

#### **CAP's Online Tools**

CAP produces a range of videos focused on providing valuable #disability related information.



# Training and Outreach



This year CAP's outreach efforts were refocused. With a new strategy, outreach made quite an impact in 2016.

2016 brought new innovations to CAP's social media channels which have connected CAP with audiences across multiple platforms including Facebook, Twitter and YouTube. These platforms saw substantial growth with Facebook gaining 227 fans, Twitter gaining 313 followers and YouTube garnering 8,969 views. CAP's email list has also grown in 2016, going from 24,931 customers in FY 2015 to 27,359. This list is used to remain in communication with our customers, partners and other stakeholders to provide timely and relevant information.

CAP continues to have a passion for sharing accommodation and assistive technology information

through educating customers, supervisors and departments. In addition to presentations, exhibits and classroom-style training sessions, CAP provides our partners with a video library of online trainings which are accessible via the CAP website and YouTube, and 3,341 individuals took part in the trainings and received a certificate of completion. CAP also recognizes that by attending 212 events, conferences and training seminars across the country in FY 2016, our staff is constantly gaining industry knowledge to remain a relevant resource for customers.

Perhaps the most important element of CAP's outreach is customer feedback. Our customers are both our biggest cheerleaders and biggest critics; however CAP maintained an impressive 91 percent customer satisfaction rating. We optimistically



An integral part of providing quality services to our customers requires dissemination of information. CAP utilizes several different print and online media to achieve this goal. [#disabilityawareness](#)

received both the positive and constructive criticism gathered through 1,939 customer surveys returned to CAP in 2016, which allows us to continue to improve our customer service.



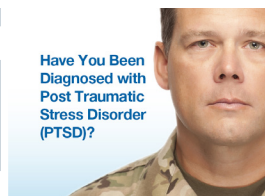
***CAP continues to have a passion for sharing accommodation and assistive technology information through educating customers, supervisors and departments.***



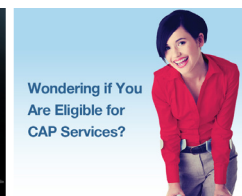
Employer Support of the Guard and Reserve (ESGR) Week is August 21-27



CAP Supports Individuals Undergoing Treatment for Breast Cancer



Have You Been Diagnosed with Post Traumatic Stress Disorder (PTSD)?



Wondering if You Are Eligible for CAP Services?

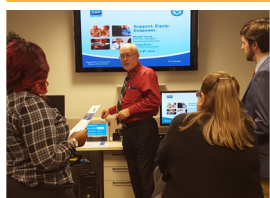


*“ Thanks to the CAP program, I am able to do my job pain-free, be very productive, and complete task goals in a timely manner. I will never tire of thanking the CAP team. CAP is an excellent program for employee support! Due to CAP, I am able to retain my employment. Thank you!! ”*

*– Chanpreet S., CAP Customer*

#### **Staying Knowledgeable About Latest Technology**

Megan Cody and Karen Grewal, members of CAP's assessment team, attended an #accessibility showcase. The focus of the showcase was on the latest assistive technology for individuals who are blind or have low vision.



# Looking Ahead



The 25<sup>th</sup> Anniversary Symposium brought the federal disability community together to provide updates on relevant disability inclusion and accessibility topics. Moreover, the speakers focused on the future and highlighted what needs to be done in facility accessibility, disability etiquette, emergency preparedness for individuals with disabilities, building an effective federal disability program, etc. to ensure equal treatment and full inclusion for all employees within the Federal Government. The CAP staff believes the program's role in reaching this goal is to continue to provide assistive technology solutions to remove barriers for rapidly evolving and growing needs. As the need for accommodations continues to grow, the CAP team will continue to be responsible stewards of government resources while providing exemplary customer service.

From our FY16 milestones, we have learned we can make a positive impact while operating at a higher level of productivity. Moving forward, we will ensure policies and processes that positively impact our stakeholders and find ways to build upon our progress.

As we plan for FY17, our business plan provides a roadmap to achieve new goals and objectives. A performance plan was also established to measure our progress throughout the year. Product impact and customer engagement will drive our decision making. Further, we understand we need our stakeholders and partners to participate in our journey to fully realize how assistive technology accommodations impact productivity and access to aid agencies and society in realizing more friendly and inclusive organizations.



@DODCAP team members will continue to be responsible stewards of government resources while providing exemplary customer service.



## What Will We Look Like At The End Of FY17?

We are prepared to address the evolving technical, requirements gathering and accommodation needs of the federal sector. In FY17, we will partner with our DHRA colleagues to deliver a high volume of services to optimize our impact for our customers.





***“ On behalf of the CAP staff, and  
the people we serve, thank you for your  
continued encouragement and dedication  
to strengthening our mission as we  
continue to support, equip and empower  
our customers. ”***

*– Sharon Terrell-Lindsay, CAP Acting Director*



Computer/Electronic  
Accommodations  
Program



**Computer/Electronic Accommodations Program (CAP)**  
Email [cap@mail.mil](mailto:cap@mail.mil), [www.cap.mil](http://www.cap.mil)